

19. CONFIDENTIALITY

POLICY

Counselling and Support Services of SD&G handles all clients' information with confidentiality. However, there are circumstances when client confidentiality can be broken in accordance with the laws. Such cases would be disclosure of child abuse and neglect.

In the case where literacy or English language is an issue, the worker must read or provide the proper interpretation services to inform the client regarding their rights and responsibilities and ensure the client understands.

PROCEDURE

During the intake process a Clients' Rights and Responsibilities information sheet will be presented to the client for perusal.

The sheet provides information to the client with regards to their rights, their responsibilities, agency confidentiality policy, fees and their access to their file.

Each client will be requested to sign the Clients' Rights and Responsibilities sheet stating that they understand the material.

After signatures have been received, a photocopy of the Clients' Rights and Responsibilities sheet must be provided to the client. The original shall be kept in the client's file.

All agency employees, volunteers and placements students are required to sign an Oath of Confidentiality and Code of Ethics agreeing they understand the confidentiality policy and will uphold its principle. The Oath is added to the employee's personnel file.

Any informal notes taken by the Counsellors during a session will be kept in the client file until the progress notes are completed. When the progress notes are completed, the informal notes will be shredded.